

# Paint Supplier Achieves Remarkable 81% Reduction In Injuries Within 12 Months

## The Company

DORN was contracted by a Fortune 500 company that manufactures a wide array of paints, coatings, and other specialty materials. The client, headquartered in the U.S. Midwest region, operates in some 70 countries globally, manufacturing liquid/chemical materials for applications in automobiles, aviation, packaging, and many other fields.

## Issue

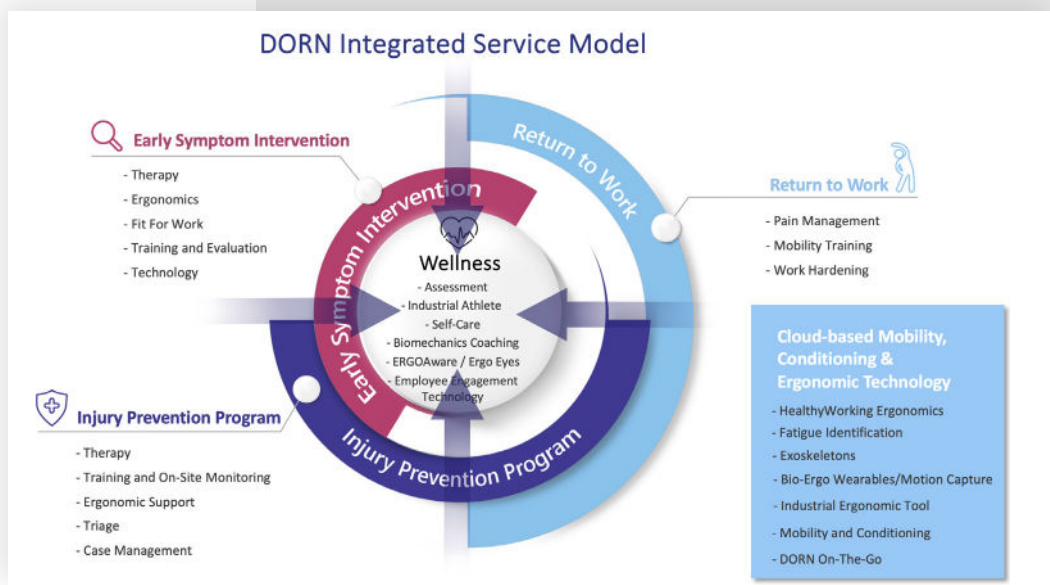
The company was experiencing a particularly high volume of injuries at one of its facilities, including 21 serious incidents in 2022 alone. Workers at the client site also reported high levels of chronic work-related pain, with the neck, shoulders, and upper back being the most common areas of concern. The client organization identified poor posture and workstation design as likely causes of employee pain, especially for workers whose tasks required looking down to fill material canisters or perform other tasks below eye level.

In addition to pain and MSD risk factors in specific muscle groups, managers reported difficulty in maintaining employee engagement in existing injury prevention and wellness programming.

## The Solution

In September 2022, DORN Companies' Injury Prevention Specialists commenced work at a single client manufacturing site in the United States. DORN utilizes an integrated service model that incorporates early symptom intervention, injury prevention, wellness, and return-to-work solutions.

Variable	Data
Number of employee participants	116
Usage (as pct. of workforce)	63%
Pain reduction on resolved issues	84%
Cost avoidance	\$950,000+
Improved morale	78%
Improved ability to complete tasks	99%
Improved stress levels	72%



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After an initial ergonomic evaluation of challenges and site-specific risk factors, our Specialists went to work implementing a service package consisting of manual pain-relief therapy, biomechanics training, additional ergonomic assessments and general wellness support to augment the company's existing programs. Our Injury Prevention Specialists worked with 116 unique participants in the first year, which accounts for 63% of the site's workforce.

Therapies targeted high-risk, acute work-related or work-affected pain among employees. Some 35% of affected employees reported neck pain as their primary issue, rating their pain levels an average of 7.5 out of 10 at the start of the program.

In order to improve overall injury rates and address employee-specific MSD risk factors, DORN Injury Prevention Specialists conducted on-the-floor training and ergonomic assessments with individual workers and workstations. Interventions included education on the 90-90-90 posture rule, teaching seated employees to keep their feet flat on the ground to decrease back pain, and biomechanics training for employees who perform regular lifting tasks to discourage the "hip hinge" behavior, which also contributes to back pain and injury risks. Other direct interventions included managing slip and fall hazards, providing office workers with headsets to prevent shoulder and neck pain from holding phones, adjusting workstations to match employee height, and providing ear plugs for workers performing tasks near loud machines.

## Results

One year after launch, the average employee pain levels saw an impressive 84% reduction. On average, employees required fewer than three sessions to manage pain in their area of concern. **Most importantly, the client reported an 81% reduction in injuries during the first year of service, equating to \$408,000 in direct savings. Together with savings from indirect costs and improved employee engagement, the client's results add up to a 750% ROI.**

Additionally, our analysis indicates that the client saw upwards of \$950,000 in potential risk avoidance savings, with a cost per potential workers' compensation claim of roughly \$24,000. Some 40% of participants said they "definitely" would have seen a health care provider for their issue without DORN's interventions; 22% said they would have visited a workers' compensation physician.

Other gains included increased employee engagement rates with wellness programs, higher morale, and improved productivity.

## Services Implemented

- Manual therapy
- Ergonomic assessments
- Holistic employee wellness support
- On-site observation and biomechanics coaching

***"In 2022, we had 21 incidents. This year, we're at four. That's a big deal. DORN helped us achieve an 81% reduction in injury rates in just 12 months."***

*– Regional Safety Manager*

***"After three months, our calls to the triage hotline were almost zero."***

*– Regional Safety Manager*

***"The program is making employees safer at work—but it's also making them safer at home."***

*– Regional Safety Manager*